



## U.S. Citizenship and Immigration Services

**Job Title:** IMMIGRATION SERVICES CLERK (OA)

**Department:** Department Of Homeland Security

**Agency:** Citizenship and Immigration Services

**Job Announcement Number:** ABC-DE-FG-01-234567

**SALARY RANGE:** \$33,136.00 to \$43,074.00 / Per Year

**OPEN PERIOD:** Monday, January 14, 2013 to Friday, January 28, 2013

**SERIES & GRADE:** GS-0303-05

**POSITION** Full Time - Permanent

### INFORMATION:

**DUTY LOCATIONS:** 1 vacancy in the following location:  
Washington, DC United States

**WHO MAY APPLY:** United States Citizens

### JOB SUMMARY:

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resilience to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

U.S. Citizenship and Immigration Services secures America's promise as a nation of immigrants by providing accurate and useful information to our customers, granting immigration and citizenship benefits, promoting an awareness and understanding of citizenship, and ensuring the integrity of our immigration system. Visit us at <http://www.uscis.gov/>.

Every day, our **Immigration Services Clerks** manage and maintain files, reports and information systems or databases, prescreen various applications and submissions by USCIS customers for accuracy, completeness of initial supporting documentation, and eligibility for benefits, and manage correspondence; conduct courier services; and provide customer support by

processing documents and fees, ensuring proper amounts are received, refunds are returned, and amounts are deposited and entered in the system.

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#### **KEY REQUIREMENTS:**

- You must be a U.S. Citizen or U.S. National to apply for this position
  - Successfully pass a Background Investigation including financial disclosure
  - You must pass a drug screening
  - Meet relevant experience and education requirements
  - You must submit resume and supporting documentation
  - Males born after 12/31/1959 must be registered with the Selective Service
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#### **DUTIES:**

As an Immigration Services Clerk you will:

- Support the Immigration Services Operation process by supporting Officers, managing correspondence, conducting courier services, providing customer support, processing documents and fees, and managing and maintaining files, reports and information systems or databases.
  - Support the Immigration Services Officers by prescreening various applications and submissions by USCIS customers for accuracy, completeness of initial supporting documentation, and eligibility for benefits.
  - Initiate security checks in accordance with all applicable DHS/USCIS laws and policies.
  - Conduct file searches for all aliases and report all instances of fraud or suspected fraud. You will open, sort, and distribute all incoming mail, and maintain logs of all mail received and processed.
  - Schedule track and manage local transfers of mail, packages and files. You will respond to inquiries using various USCIS databases, electronic systems and reports. You will perform complex office automation duties requiring different approaches and methods from assignment to assignment.
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#### **QUALIFICATIONS REQUIRED:**

**GS-5:** You qualify at the GS-5 grade level if you possess one of the following:

- One year of specialized experience equivalent to the GS-4 grade level that demonstrates the ability to perform complex office automation duties using word processing to edit and reformat lengthy correspondence and reports. Create and maintain spreadsheets and databases. Respond to inquiries by

phone and/or in writing, and review and verify accuracy and completeness of submitted documentation. **AND**

- You may also substitute successful completion of a full four-year course of study above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite can be substituted for specialized experience. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university.

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### HOW YOU WILL BE EVALUATED:

We will review your résumé and supporting documentation to ensure you meet the minimum qualification requirements. If you meet the minimum qualifications, we will place you in one of three categories based on your responses to the on-line questionnaire regarding experience, education and training.

Competencies or knowledge, skills, and abilities needed to perform this job are:

- Organizational Skills
- Customer Service
- Oral and Written Communication
- Teamwork

**For Competitive Applicants/All U.S. Citizens:** Eligible candidates will be assigned to a quality category: Best Qualified, Well Qualified or Qualified. Candidates in the highest category will be referred to the hiring agency.

**Application of Veterans' Preference:** The Category Rating process does not add veterans' preference points but protects the rights of veterans by placing them ahead of non-preference eligibles within each category.

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### OTHER INFORMATION:

**Veterans' Preference:** If you are a veteran claiming 5-point veterans' preference, you must submit a copy of your DD-214 (Member Copy 4) or an official statement from your command if currently on active duty. If you are claiming 10-point veterans' preference, in addition to the DD-214, you must also submit a Standard Form 15 (Application for 10-Point Veteran Preference) and the required supporting documents listed on that form. For more information on veterans' preference see <http://www.fedshirevets.gov/>.